

1 to provide a transaction set for that purpose and has  
2 provided it, the specifications that are being used by  
3 another RBOC?

4 A. No, I don't know. I know that BellSouth is in the  
5 process of -- of working jointly with MCI on MCI's  
6 implementation of EDI, and it's entirely possible that  
7 EDI would have presented some requirements based on its  
8 -- its experience.

9 Q. And I guess since you don't know whether the  
10 request has been made you wouldn't know whether  
11 BellSouth has refused to provide that notification back  
12 electronically?

13 A. No, I don't know that. But -- you know -- again,  
14 I can -- I can also say that that type of notification  
15 in the retail world is not provided electronically.

16 Q. And in the retail world -- let me ask in the  
17 retail world if there were jeopardy for a BellSouth  
18 customer, how is that jeopardy communicated back to --  
19 well, first who within the BellSouth organization is  
20 that communicated back to?

21 A. The TRECC, the service representatives in the  
22 TRECC.

23 Q. And it's commun- -- communicated to them  
24 electronically, is that correct?

1 A. I've seen it on a paper report. I mean, I guess  
2 you could call that electronically. It prints out to  
3 them from an engineering report.

4 Q. In a similar situation, though, where the missed  
5 appointment or, excuse me, the jeopardy occurred on a  
6 CLP order, it would first come back electronically or on  
7 a printed report to somebody within BellSouth, and then  
8 would be communicated via the telephone to the CLP, is  
9 that correct?

10 A. Yes.

11 Q. Do you have any knowledge of the timeliness with  
12 which jeopardies are returned to the CLPs?

13 A. I don't.

14 Q. Would that be a better question for Mr. Moore  
15 perhaps?

16 A. Perhaps.

17 Q. One final notification type question.

18 Let's say I am a North Carolina customer, and  
19 let's say I'm enlightened and I've chosen a CLP for my  
20 service and they're reselling me some BellSouth service.  
21 And I call my -- Sprint calls me one night and says  
22 we've got this really good deal on long distance  
23 service, and I say sign me up. And BellSouth at  
24 Sprint's request changes my long distance carrier from

1 MCI to Spring, recognizing that would get me fired if it  
2 ever became public, but assume that happens.

3 How does the fact that that resale customer's  
4 IXC has changed get communicated back to the CLP?

5 A. I believe that the ordering and billing forum  
6 addressed that. There is an electronic system that the  
7 interexchange carriers have used called CARE for  
8 exchanging that kind of information. And if memory  
9 serves me correctly, a couple of years ago the industry  
10 started figuring out how to -- how to bring CLPs into  
11 that process.

12 Q. Do you know whether -- and what you called a CARE  
13 transaction is basically an electronic notification, in  
14 this case, to the CLP that its customer has changed from  
15 one long distance carrier to another?

16 A. Yes.

17 Q. And one reason it might want to know is it's going  
18 to -- somebody is going to pay a charge for making that  
19 payment, and they might want to know that so they could  
20 bill their customer in a timely manner, is that correct?

21 A. Well, I don't know, we're getting -- I mean, I'm  
22 somewhat familiar with CARE, but I -- I can't really  
23 speak to that whole --

24 Q. (Interposing) Let me ask --

1 Q. Is it possible that there is more than one  
2 available NXX to serve that address?

3 A. Yes.

4 Q. Those are not visible through LENS, is that  
5 correct?

6 A. That's right.

7 Q. They are visible through RNS and DOE, is that  
8 correct?

9 A. That's right, they're there. Well, in -- in DOE,  
10 you can see them, and in RNS you can ask for them.

11 Q. All right. Customer doesn't care, wants to select  
12 a random number, which is the default here, one would  
13 click on okay, and then be presented with a list of ten  
14 (10) available numbers, if there are ten (10) available  
15 numbers in that -- or in that end office, is that  
16 correct?

17 A. Yes.

18 Q. And then to select a number my understanding is  
19 you highlight the number, and the first number available  
20 is fine, and you click on an arrow to move it to  
21 selected, is that correct?

22 A. Yes.

23 Q. You then pull the screen down, you click on an  
24 arrow that says "keep", please, and at that point the

1 number has been reserved, I believe you told us for  
2 seven days, is that correct?

3 A. Yes.

4 Q. All right. In RNS, once the address was  
5 validated, isn't it true that a random number was  
6 assigned, and that the customer, if that number turned  
7 out at the end of the ordering process to be  
8 satisfactory to the customer, the representative would  
9 never have to go to a number assignment screen, and  
10 would not have to go through any process to carry that  
11 number for it onto the order?

12 A. Yes, that's true in RNS. That's not true in DOE,  
13 which is the appropriate comparison for a business  
14 customer.

15 Q. The next thing I believe we would normally do  
16 would be to use services and features, is that correct?

17 A. Yes.

18 Q. And you simply click on the the drop down menu  
19 again, click view features and services, click okay --

20 A. (Interposing) Wait!, you go through those steps  
21 because you've chosen to do this in the inquiry mode  
22 which supports doing these things as stand-alone  
23 functions, because sometimes you would do them as  
24 stand-alone, depending on what the customer wanted.

1 same way they moved to a particular interexchange  
2 carrier, they'd type in the first -- they'd begin typing  
3 in the name of the feature they wanted to see, is that  
4 correct?

5 A. Yes, that's true in RNS. Again, that's not true  
6 in DOE.

7 In DOE, they -- representative would go to the  
8 custom calling section, that's by typing in the code for  
9 customer calling and then they would scroll through the  
10 list of features.

11 Q. All right. Now, yesterday when we were looking at  
12 RNS, and we saw call -- I forget whether we were looking  
13 at call waiting or something similar, there was a -- do  
14 you recall a little button out to the side that said  
15 options?

16 A. I don't -- I don't recall it.

17 Q. Well, let's jog your memory.

18 Could you turn to your exhibit GC ten (10)?

19 A. (Witness complies.)

20 Q. And this is the features and services screen from  
21 RNS, is that correct, on your GC ten (10)?

22 A. It -- well, this is -- this is one of them. This  
23 is the one that deals with the basic -- basic calling  
24 plans.

1 Q. If it's in the remark section, though, that is  
2 going to cause some sort of manual processing, is that  
3 correct?

4 A. No, I don't think that's correct. And, again, I  
5 can't say for sure whether there is a field on there. I  
6 just have to go back and look at the form. I just can't  
7 recall.

8 Q. All right.

9 A. Bottom line answer is that you can put a morning  
10 or afternoon appointment on an EDI order.

11 Q. I believe we're finished with the LENS demo, and  
12 and I am not going to ask us to walk through EDI or  
13 TAFI, so at least for me we're finished with the  
14 screens.

15 Ms. Calhoun, if -- and this may go back to a  
16 question I asked earlier and let me ask a little  
17 different way and see if -- if I'm on the same  
18 wavelength. If I want to order nine lines at a  
19 location, is that something that is treated as a complex  
20 order that I have to go through my account team, or is  
21 that treated as a simple order that I can submit through  
22 EDI?

23 A. Nine lines, as I recall, in -- for both BellSouth  
24 retail orders, and for -- for CLP orders is considered a

1 complex order.

2 Q. And there --

3 A. (Interposing) So -- so, I believe you -- you  
4 would go through the account team for that.

5 MR. MELSON: All right. Commissioners, I'm  
6 going to hand out another exhibit.

7 Like to have it marked, if I could, as Calhoun  
8 cross-examination exhibit two -- actually got it typed  
9 wrong on here. It says cross-examination GC 1.

10 CHAIR SANFORD: So marked.

11 GC MCI CROSS EXHIBIT 2

12 (Identified)

13 Q. (MR. MELSON) Ms. Calhoun, this is a document, is  
14 it not, that shows a list of changes that are in the  
15 pipeline for LENS?

16 A. (Looking at exhibit.)

17 I wouldn't characterize that quite that way.  
18 It -- it's a draft of items that are under discussion  
19 for changes in LENS. Some of which are actually what I  
20 would call in the pipeline.

21 Q. And the ones that would be in the pipeline are the  
22 ones that indicate working over in about the fourth  
23 column, would that be correct?

24 A. I'm not the originator of this document, so I -- I



## **ATTACHMENT 13**

**BELLSOUTH**  
**LOCAL EXCHANGE NAVIGATION SYSTEM**

---

**LOCAL**  
**EXCHANGE**  
**NAVIGATION**  
**SYSTEM....**  
**( L E N S )**

**\*\* USER GUIDE \*\***

Version 2  
June 17, 1997

Due to recently enacted telecommunications legislation, many companies may now offer Local Exchange telephone service to their end user customers. This would normally require the establishment of a physical network to handle switching and routing functions and make available the various features and services required by telecommunications customers.

To solve this problem, Certified Local Exchange Carriers (CLECs) can now purchase these telecommunications products, features and services from existing Local Exchange Carriers such as BellSouth, for resale to their customers.

BellSouth has created the Local Exchange Navigation System (LENS) which provides a simple and economical way for CLECs to process service requests. LENS may be used either to gather specific telecommunications information from BellSouth's existing Data Bases, or to place orders for telecommunications products and services.

*Welcome aboard!* And thank you for selecting BellSouth as your telecommunications service provider of choice!

**Inquiry****Version 2**  
**June 17, 1997**

**Step 9 - If you would like to select a special number pattern, perform the following steps after selecting the vanity number option:**

**First enter the NXX of the appropriate switch (if known) or leave blank,**

**Then**

**In the LINE section, enter any special numbers or letters you want.**

**Note: To exclude a certain telephone number in the LINE field, enter a "#"**  
**in the position(s) you do not want a particular number to appear.**  
**Then indicate the number to be excluded in the Number Exclusions**  
**field.**

**Step 10 - Click on the OK button.**

***LENS will display a maximum of 10 telephone numbers that meet the criteria of the option selected.***

**Step 11 - Highlight a telephone number(s) in the Available box.**

**Step 12 - Click on the Right Arrow indicator to move the highlighted number(s) to the Selected box. (Click on the Left Arrow indicator if you want to move the number(s) back to the Available box)**

**Step 13 - To view a new list of numbers in the Available box, highlight any you do not want to keep then click on the Replace button. LENS will provide up to 10 additional numbers.**

**Step 14 - Click the Keep button to reserve your selected numbers.**

**Hint! Here you should either print the screen or write down the numbers you have selected. LENS will not retain this information in the Inquiry functionality.**

**Note: Currently only six (6) numbers may be reserved per order. These numbers are reserved for 9 calendar days.**

***The system will transfer you back to the Inquiry Menu.***

K. Scott

Date: 10.3.97

## Daily Productivity

[illegible]

Service Rep: Ramona L. Underwood

# Work Status Report

Date: 10-3-97

**PON #**

## Daily Productivity

LENS ERRORS 9:58 a.m. 10:15, 10:50, 2:30  
LENS went down @ 3:00 p.m.,  
Looked up & printed CSK 15

**Service Rep:**

## Work Status Report

Date:

10/3/97

**PON #**

## Daily Productivity

9/11/29	John Mitchell - Lens Input
	Server down numerous times
	Lens Down @ 3:00 pm
9/12/27	Brian Rudy - Lens Input
-	Server went down 3:54

## **ATTACHMENT 19**





BellSouth Interconnection Services  
Suite 420  
1960 West Exchange Place  
Tucker, Georgia 30084

770 492-7500  
Fax 770 621-0632

MCI Account Team

August 28, 1997

Ms. Helen Arthur  
MCI Telecommunications Corp.  
780 Johnson Ferry Road  
Atlanta, Georgia 30342

Dear Helen,

This is a follow-up to my August 8, 1997, email in which I indicated that BellSouth would provide MCI the EDI 836 transaction set that you requested. Since then, I have learned that BellSouth does not have the capability at this time to offer the EDI 836 transaction set for loss notification nor does it have any plans to develop that capability. However, we are committed to meeting our obligations as described in Attachment VIII, Sections 3.1.13 and 3.1.14, of the MCI/BellSouth Interconnection agreements. Per the agreements, loss notification data will be provided to MCI via Network Data Mover (NDM), magnetic tape or paper.

I am sorry if the information I mistakenly provided the other day caused any confusion. If MCI is still interested in the EDI 836 transaction set, we will be happy to pursue offering this arrangement through the Bona Fide Request (BFR) process. Please let me know if you have any questions or need more information.

Sincerely,

A handwritten signature in cursive script that reads "Cliff Bowers".

Cliff Bowers

cc: Bryan Green  
Pam Lee  
Amanda Grant  
Judy Rueblinger

## **ATTACHMENT 20**

Helen Arthur  
V825-6580  
404-267-6580  
1-888-866-2376 pager

-----Original Message-----

From: Rueblinger\_Judy/AL\_BRHM05@bridge.bellsouth.com  
[SMTP:Rueblinger\_Judy/AL\_BRHM05@bridge.bellsouth.com]  
Sent: Monday, August 18, 1997 3:56 PM  
To: helen.arthur@mci.com  
Cc: Bowers\_Clifford H/AL\_BRHM07@a1244034  
Subject: Jeopardies/ Rejects/836 Transaction

Helen,

Per our conversation today this is what I have been able to find out on the above.

Jeopardies - The capability is there in EDI today.

Rejects - BST is working on this now. No standards in place. Will do in phases, late Nov/Dec. I have a call into Linda to see what we see the implementation date being.

836 Transaction - BST is working on this. We are checking with Bob Siegel to see if he can provide us an implementation date.

Looking forward to seeing you tomorrow.

Judy

## ATTACHMENT 21



BellSouth Interconnection Services  
Suite 420  
1960 West Exchange Place  
Tucker, Georgia 30084

770 482-7900  
Fax 770 621-0632

MCI Account Team

August 29, 1997

Helen Arthur  
Local Systems Implementation Specialist  
MCI Telecommunications  
780 Johnson Ferry Road  
Atlanta, Georgia 30342

Dear Helen,

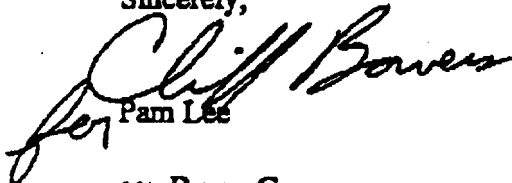
In response to your memo dated August 27, 1997, there are no plans to summarize and mechanically notify CLECs of Rejects and Loss Notifications.

Our goal is to process all requests in the most expeditious manner. We believe that "real time" processing of rejects/clarification as outlined in the CLEC Ordering Guide has worked well for all CLECs. With this process customers are notified immediately why a Local Service Request (LSR) cannot be processed.

The same is true for Loss Notifications. We want to notify MCI in the most timely manner that their customer has selected another CLEC. We feel this is done by distributing the letter at the time the disconnect order is completed as noted in the CLEC Ordering Guide.

I hope you will agree that both processes show our concern for timely notification to you.

Sincerely,

  
for Pam Lee

cc: Bryan Green  
Joe Baker  
Clifford Bowers  
Marcel Henry

**ATTACHMENT 22**

Helen Arthur  
V825-6580  
404-267-6580  
1-888-866-2376 pager

-----Original Message-----

From: Rueblinger\_Judy/AL\_BRHM05@bridge.bellsouth.com  
[SMTP:Rueblinger\_Judy/AL\_BRHM05@bridge.bellsouth.com]  
Sent: Friday, August 29, 1997 4:50 PM  
To: Arthur, Helen (MCI)  
Cc: Bowers\_Clifford\_H/AL\_BRHM07@a1244034  
Subject: Response - Jeopardies/Rejects/Loss Notification

Helen,

Listed below are the responses I owe your on the manual process for Jeopardies, Rejects and Loss Notification.

Jeopardies - The manual process for handling Service Jeopardies is outlined in the CLEC Ordering Guide, page 3-4.

BellSouth is waiting on the Ordering and Billing Form (OBF) to address the standards for Service Jeopardies in and EDI environment. When this is done the LEO guide will be updated to include the appropriate EDI flow.

In regards to the Jeopardy Indicator, BellSouth will only support "J" (single character) as the status in LEO. The acknowledgment field will contain "AC" and the TRAN-SET-PURPOS-CD will be populated with "21".

Rejects - The manual process for handling Errors/Clarifications (or Rejects) is addressed in the CLEC Ordering Guide, page 3-6. The LCSC will fax the clarification request to the "Initiator" (INIT) on the Local Service Request (LSR) ordering form. I am faxing you a copy of the clarification form the LCSC will begin using next week.

Loss Notification - The manual process for handling Service Provider Change Notification is documented in the LEO guide, Page 1-20. A sample letter is also provided on the same page. This letter will be sent to the MCImetro billing contact on the disconnected end user's account.

Please call me if you have any questions.

Thanks,

Judy  
770-492-7524

## **ATTACHMENT 23**



This was in response to my question of who at MCI receives the Loss Notification letter.

Helen Arthur  
V825-6580  
404-267-6580  
1-888-866-2376 pager

-----Original Message-----

From: Judy.Rueblinger1@bridge.bellsouth.com  
[SMTP:Judy.Rueblinger1@bridge.bellsouth.com]  
Sent: Thursday, September 04, 1997 4:57 PM  
To: Arthur, Helen (MCI)  
Cc: Clifford.H.Bowers@bridge.bellsouth.com  
Subject: Loss Notification

Helen,

The letter is sent to the MCI bill contact on that end user account.

I will check with our staff folks to see if it can be faxed.

Judy